

Prestonsburg City's Utilities Commission

Water, Waste Water and Natural Gas System

(Municipally Owned)

2560 South Lake Drive

Prestonsburg, Kentucky 41653-1048

Phone (606) 886-6871 • Fax (606) 886-8779

TDD: Ky Relay #711

May 3, 2006

Mr. Robert Mohon
The Neil Group, LLC
9005 Overlook Boulevard #309
Brentwood, TN 37027

Re: Payment by Credit Cards

Dear Mr. Mohon,

On behalf of Prestonsburg City's Utilities Commission I want to thank you and The Neil Group for your outstanding efforts related to the successful implementation of a bank card payment processing system here at the Commission. Rather than a pushy, "marketing" approach toward our Commission yours was geared more toward the assessment of our needs and how you and the staff at The Neil Group could help meet those needs.

As with any new installation of something that performs such a complicated electronic task, simple glitches did occur. However, even the glitches were fixed easily due to your efforts and the efforts of the staff at The Neil Group assisting our people. I commend you all.

I thank you personally, Robert, for guiding our organization toward a technology that has tremendously improved both the efficiency and effectiveness of our utility bill collection and payment processing.

Respectfully,


Eddie Campbell, CFO